

for SIS Core.
24 Jul 1984
last revision

THE AGENCY HAS ENJOYED A LONG TRADITION OF "EXCELLENCE." SOME OF OUR ACCOMPLISHMENTS ARE KNOWN BUT MOST ARE NOT AND CANNOT BE FOR OBVIOUS SECURITY REASONS. WE MUST NEVER FORGET THAT "EXCELLENCE" IN THIS AGENCY IS THE RESULT OF EFFORTS OF ALL THE EMPLOYEES. YOU, AS SENIOR MANAGERS, MUST CONTINUALLY DEMONSTRATE YOUR COMMITMENT TO "EXCELLENCE." WE NEED THE CONTINUED COOPERATION, COMMITMENT AND ENERGY OF THE REAL PEOPLE WHO DO THE REAL WORK IN THIS AGENCY--ANALYSTS, SCIENTISTS, SECRETARIES, CASE OFFICERS, SUPPORT PEOPLE, AND MANY OTHERS. ALL PEOPLE WORK BETTER WHEN TREATED WITH RESPECT AND GIVEN DIGNITY IN THEIR WORK PLACE. "EXCELLENCE" CAN MEAN PAYING ATTENTION TO SEEMINGLY TRIVIAL THINGS WHICH, IN FACT, ARE NOT TRIVIAL WHEN THEY DEMONSTRATE THAT SENIOR MANAGEMENT REALLY CARES ABOUT THE "QUALITY OF LIFE." IN THIS SPIRIT, SOME IMPROVEMENTS HAVE ALREADY BEEN UNDERTAKEN AND OTHERS ARE IN TRAIN:

- NEW LIGHTING HAS BEEN INSTALLED TO MAKE OUR CORRIDORS BRIGHTER.
- ON THE GROUND FLOOR, TILES ARE BEING REPLACED, WALLS PAINTED AND ELEVATOR FOYERS WALLPAPERED.
- THE GYM HAS BEEN PAINTED, THE RUNNING TRACK UPGRADED AND NEW LOCKERS AND NAUTILUS EQUIPMENT HAVE BEEN INSTALLED. (SOME OF YOU SENIOR EXECUTIVES MIGHT WANT TO TAKE MORE ADVANTAGE OF THE HEALTH ROOM.)
- WE WILL BE IMPROVING SIGNIFICANTLY THE ENVIRONMENT IN THE CAFETERIA.
- MORE SIGNIFICANTLY--AND MOST OBVIOUS--THE GROUND HAS BEEN BROKEN FOR THE NEW BUILDING WHICH WILL PROVIDE MUCH NEEDED RELIEF FOR THE OVER-CROWDING YOU ALL ENDURE.

THESE ARE SOME OF THE THINGS TO SHOW WE CARE. I CHARGE YOU SENIOR MANAGERS TO BE SIMILARLY SENSITIVE TO THE NEEDS IN YOUR OWN WORK PLACES.

IN EARLIER "EXCELLENCE" DISCUSSIONS, WE TALKED ABOUT MANAGEMENT BY WALKING AROUND. IT IS IMPORTANT BECAUSE IT KEEPS US MANAGERS IN TOUCH WITH THE PEOPLE AND AVOIDS THE ISOLATION THAT CAN OCCUR WHEN WE REMAIN IN OUR OFFICES. JOHN MCMAHON AND I ARE PRACTICING WHAT WE PREACH. SINCE I LAST TALKED TO YOU ON "EXCELLENCE" I HAVE VISITED:

- THE NATIONAL PHOTOGRAPHIC INTREPRETATION CENTER AT



- THE OFFICE OF COMMUNICATIONS



- THE OFFICE OF TRAINING AND EDUCATION AT CHAMBER OF COMMERCE.

- THE OFFICE OF FINANCE AT KEY BUILDING.

- THE OFFICE OF DEVELOPMENT AND ENGINEERING



JOHN MCMAHON HAS BEEN EVEN MORE PERIPATETIC. HE HAS VISITED:

- THE OFFICES OF PERSONNEL, SECURITY AND MEDICAL SERVICES

STAT

STAT

- THE OFFICES OF COMMUNICATIONS AND LOGISTICS

- THE OFFICE OF DATA PROCESSING AT PLAZA AS WELL AS HEADQUARTERS.

STAT

- THE OFFICE OF INFORMATION SERVICES AT AMES.

- THE OFFICE OF FINANCE AT KEY.

STAT

- THE PRINTING AND PHOTOGRAPHY DIVISION AND

- THE MOTOR POOL.

I ENCOURAGE YOU MANAGERS TO MOVE AROUND AND LISTEN TO YOUR PEOPLE.

OUR TRADITION OF "EXCELLENCE" WAS CLEARLY RECOGNIZED BY THE PRESIDENT DURING THE COMPLIMENTARY REMARKS HE MADE WHEN VISITING HERE WITH VICE PRESIDENT BUSH TO BREAK GROUND FOR OUR NEW BUILDING. I CAN TELL YOU THAT HIS PUBLIC PRAISE IS REPEATED IN PRIVATE, AND IS ECHOED BY OTHER LEADERS IN OUR GOVERNMENT. IT IS OUR OBLIGATION TO CONTINUE OUR TRADITION OF "EXCELLENCE." I WANT TO THANK EACH OF YOU FOR YOUR EXCEPTIONAL PERFORMANCE AND YOUR CONTRIBUTION TO THE MISSIONS OF THIS AGENCY. CONGRATULATIONS TO ALL OF YOU!